



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	ALL PERSONS INTERESTED
2	Job Classification	SYSTEMS SUPPORT ANALYST II
3	Posting Number	PN# 103293
4	Department	Health & Human Services Department
5	Division	Community Services
6	Section	Area Agency on Aging
7	Reporting Location	8000 N. Stadium*
8	Workdays & Hours	M - F, 8 a.m. - 5 p.m.*
		*Subject to change

9 **DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS**

Under moderate supervision, maintains one or more operating systems software packages. Acts as liaison between user and computer operations in handling activities necessary to the operations of the data center. Analyzes operational procedures to devise more efficient methods of maintaining the data center.

CORE FUNCTIONS

- Provides assistance to staff in diagnosing and resolving computer hardware, network and email issues.
- Provides training/assistance to agency staff on various application software packages.
- Develops and maintain multiple Access databases to assist with agency operations.
- Provides technical assistance to contractor staff in diagnosing and resolving issues related to the client tracking software and other related items.
- Design graphical presentations for internal and external publications.

10 **WORKING CONDITIONS**

The position is physically comfortable, the individual has discretion about walking, standing, etc.

11 **MINIMUM EDUCATIONAL REQUIREMENTS**

Requires a Bachelor's degree in Business, Engineering, Computer Science., Economics or a closely related field.

12 **MINIMUM EXPERIENCE REQUIREMENTS**

- Two years of experience in data communications analysis and design, programming systems design and maintenance, operating systems software support, or a closely related field are required.
- Directly related professional experience may be substituted for the education requirement for-year-year basis.

13 **MINIMUM LICENSE REQUIREMENTS** None

14 **PREFERENCES**

- **Must have has a minimum of three years of experience working with and solving problems associated with Microsoft applications.**
- **A Bachelor's degree is desired, but two years of experience in directly related professional experience may be substituted for the education requirement on a year-for-year basis.**

15 **SELECTION/SKILLS TESTS REQUIRED** None

16 **SAFETY IMPACT POSITION** ☐ Yes ☒ No

This position is not subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

17 **SALARY INFORMATION** **GRANT FUNDED POSITION**

This position is dependent upon continued available funds. If funding is no longer available, employee may be laid off or transferred. Factors used in determining the salary offered include the candidates qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 19
\$1,094 - \$1,491 Biweekly \$28,444 - \$38,766 Annually

18 **OPENING DATE** March 02, 2005

19 **CLOSING DATE** March 15, 2005

20 **APPLICATION PROCEDURES**

Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1st Floor. Successful candidates will be notified of their application status. **All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.** TDD Phone Number (713) 837-9496.

An equal opportunity employer